



Meddygfa'r Sarn

Focused Communication and Engagement Plan for the dispersal of the Patient List

This plan is a live document and is subject to regular review in conjunction with Llais

Background

Meddygfa'r Sarn became a Health Board Managed Practice in 2017, following the resignation of the GMS Contract by the Partners. The Practice sits within the Amman Gwendraeth Cluster and is one of eight Practices over fourteen sites in the Cluster, including Branch Surgeries, and operates from a single premises in the village of Pontyates. Meddygfa'r Sarn is the smallest Practice in the Cluster and the smallest of the six Health Board Managed Practices with a list size of 4,402 patients (Power Bi data, November 2025).

The entire Practice area of Meddygfa'r Sarn is also covered by a combination of Coalbrook Surgery in Pontyberem (3 miles by car), Meddygfa Minafon (5.5 miles by car), and to a lesser extent Ash Grove Surgery in Llanelli (6.6 miles by car). There are no Care Homes served by the Practice and there are no co-located community staff based there. Other local services include a Community Pharmacy in Pontyates and a Community Pharmacy in Pontyberem.

There is a history of challenges with both the recruitment of staff and the premises at Meddygfa'r Sarn. In recent years closer links have been established with neighbouring Meddygfa Minafon Health Board Managed Practice, including some joint roles and flexibility with staffing. However, it has recently been recognised that there may be other opportunities available to the Health Board to continue to provide General Medical Services to the registered population.

The Vacant Practice Panel (VPP) met on 31 October 2025 and following careful consideration of all the available options the Panel made a recommendation that a managed dispersal of the patient list take place later in 2026 at a date to be finalised.

The Practice provides GMS core services under the Unified Contract, plus a range of Supplementary Services to its population:

Proposed approach for engagement activity

Engagement will need a broad approach to encompass the whole practice population.

The purpose of this engagement exercise is to:

- To **raise awareness** of the engagement and provide opportunities for feedback
- **Provide opportunities** for our patients and stakeholders to give their views, to include public engagement drop-in events and a questionnaire (online and paper version)
- **Target** those who use the service through engagement methods that are most appropriate for these groups.
- Identify appropriate engagement and communication **tools and methods** to effectively engage

The engagement activity period for this work will be led by the Health Board and will take place over an eight-week period from 9 February to 6 April 2026.

This period will provide those who wish to engage an opportunity to participate through providing their views in response to the questionnaire below.

An online evening meeting with County and Local Councillors and Llais is arranged for 9 February 2026.

Patient Questionnaire

Please answer the questions below

1. Please let us know your full postcode eg. SA15 5TR

2. Which practice are you registered with?

Meddygfa'r Sarn

Other (please state)

3. When was the last time you attended Meddygfa'r Sarn?

In the last month

In the last six months

In the last year

More than a year ago

4. Thinking about the last time you went to the Surgery; how did you travel there?

On foot

By car

By bus

By taxi

By bicycle

Other (please state)

5. What is most important to you about your GP Practice?

Telephone/online access

Appointment availability

Seeing the same team/continuity of care

Car parking

Friendly staff

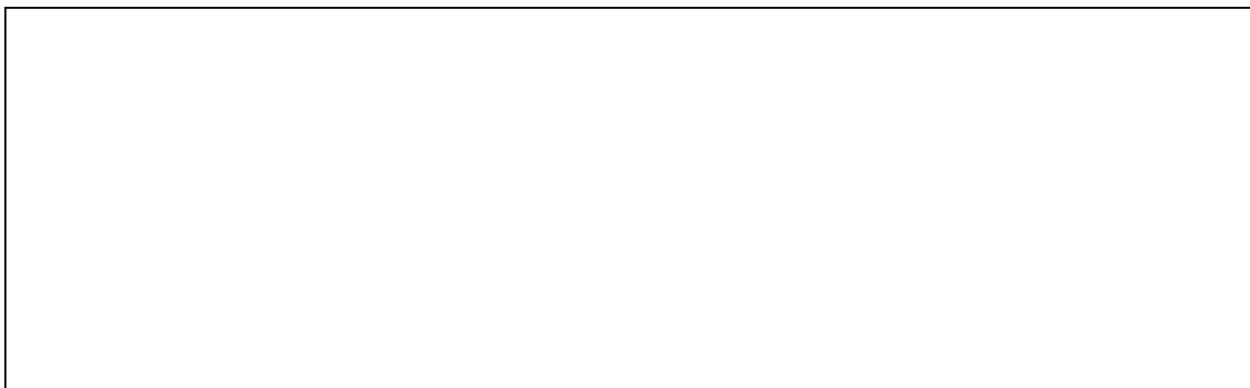
Other (please state)

6. How easy or difficult do you find it to access care from other Primary Care providers in your area? (community pharmacies, optician, dentist). Please rate: 1 – very difficult, 5 – very easy

	1 very difficult	2	3	4	5 very easy
Community Pharmacy					
Optician					
Dentist					

7. Under this proposal your registration would be transferred to the next nearest Practice to you based on travel time from your home address. For most patients this would be Coalbrook Surgery in Pontyberem. Patients living closer to Kidwelly or Trimsaran would be transferred to Meddygfa Minafon, and those living closer to Llanelli would be transferred to a practice there. If you needed to access services at the next nearest practice to your home address, how would this affect you?

8. How do you feel this change would affect you, and do you have any suggestions how we could reduce any negative impacts?



Questionnaire to include standard equality monitoring questions, all bilingual.

Ends

Engagement and Communication methods employed and rationale

Method	Rationale
Engagement period	Engagement will take place from 9 th February – 6 th April 2026 (8 weeks). Any feedback received after 6 th April will be integrated into the data analysis as far as possible until the final cut-off for the submission of the report.
Broad Approach	<p>Awareness of the focused engagement and opportunity to share views through the following methods:</p> <p>The following activities will be undertaken:</p> <ul style="list-style-type: none"> - Two public engagement drop-in events for patients and stakeholders <p style="margin-left: 40px;">Date Tuesday 24 February, 1pm - 6.30pm (drop-in anytime) Venue Pontyates Welfare Hall, Heol Y Meinciau, Pontyates, SA15 5TR</p> <p style="margin-left: 40px;">Date Tuesday 3 March, 3pm - 6.00pm (drop-in anytime) Venue Pontyberem Memorial Hall, 9 Coalbrook Road, Pontyberem, SA15 5HU</p> <p style="margin-left: 40px;">A third date was added in February in response to concerns raised by local Councillors:</p> <p style="margin-left: 40px;">Date Tuesday 31 March, 2pm - 6.30pm (drop-in anytime) Venue Carway Hall, Carway, SA17 4HE</p> <p style="margin-left: 40px;">This totals 13 hours of in-person engagement.</p> <ul style="list-style-type: none"> - Information will be circulated to patients and stakeholders - Information made available online and in paper form in the Surgery and Pontyates Community Pharmacy (also Community Pharmacy in Pontyberem) - Information will be shared with the media and promoted through Health Board social media

	<p>People can share their views by:</p> <ul style="list-style-type: none"> • In-Person at the public engagement drop-in events at Pontyates Welfare Hall on 24 February 2026, Pontyberem on 3 March 2026 and Carway on 31 March 2026. • By questionnaire, enclosed with letter to all patients: collection boxes for paper questionnaires at Meddygfa'r Sarn and Pontyates Community Pharmacy. Other community collection points can be serviced on request. • By telephone - directed to the Communication Hub. All calls will be logged in Sharepoint for the Primary Care team to access and action on a daily basis. • By email - ask.hdd@wales.nhs.uk Emails will be logged in Sharepoint for the Primary Care team to access and action on a daily basis. • In writing: comments to be addressed to Hywel Dda FREEPOST address • Online: responding to a survey hosted on the Health Board's Have Your Say / Dweud eich Dweud sites • Feedback to Llais
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Activity Log

Communications and Engagement Plan preparation			
Date	Event / Activity	Comments/ Action	Achieved (RAG) By (Team)
January 2026	Draft focused communications and engagement plan, sign-off internally	Comments received from PE team	PC team, Complete
w/c 2 February 2026	Share draft focused communications and engagement plan with Llais	Updates made to incorporate confirmed dates for two drop-in events	Engagement team, Llais

w/c 2 February 2026	Complete stakeholder mapping and identify any other stakeholder groups not yet identified to outreach		PC team and Engagement team
By 9 February 2026	Upload to Have Your Say/Dweud eich Dweud pages		Engagement team

Communicating and Engagement Plan – preparation				
Date	Event / Activity	Staff / resourcing required	Comments	Achieved by
21/01/2026	#1 media statement and social media post Board to consider delivery of GP services for patients of Meddygfa'r Sarn - Hywel Dda University Health Board	PC team, Communications team		Complete
29/01/2026	#2 media statement and social media post (following Board) https://hduhb.nhs.wales/news/press-releases/board-agrees-to-engage-on-impact-of-proposed-changes-to-gp-services-for-patients-of-meddygfar-sarn/	PC team, Communications team		Complete

Week 1: w/c Monday 9th February			
Date	Event / Activity	Comments	Achieved (RAG) By (Team)
w/c 09/02/2026	Questionnaire and narrative to be uploaded to Have Your Say website	Bilingual, QR codes available in the Practice	Engagement team, PC team
	HB social media updates to mirror letter		Communications team
	Questionnaire collection box in Meddygfa'r Sarn and Pontyates Community Pharmacy	Practice and CP hosting a collection box, large print paper copies of the questionnaire available	PC team
	Llais to share information via website and social media		Llais
	Preparation for drop-in events	Event logistics and materials	PC and Engagement teams
09/02/2026	3rd PR, 09/02/2026 (engagement launch) - Views sought on proposed changes to GP services provided by Meddygfa'r Sarn - Hywel Dda University Health Board		
09/02/2026	Virtual 'Zoom' meeting with Local and County Councillors	See Appendix 1 for listing	PC and Engagement team
11/02/2026	#1 letter to patients with invite to public engagement drop-in events (Pontyates and Pontyberem)	PC team – using NHS Wales Shared Services Partnership bulk mailing service	NHS SSP

Week 2: w/c Monday 16th February 2026			
Date	Event / Activity	Comments	Achieved (RAG) By (Team)
w/c 16/02/2026	Continue to circulate social media updates		Communications team
	Questionnaire collection box at Meddygfa'r Sarn and CP – collect and restock paper copies		PC team
	Upload paper questionnaires as received to Have Your Say / Dweud eich Dweud		PC team (BST)
	Monitor responses / feedback to identify any additional actions required		Engagement team, PC team

Week 3: w/c Monday 23rd February 2026			
Date	Event / Activity	Comments	Achieved (RAG) By (Team)
w/c 23/02/2026	Questionnaire collection box at Meddygfa'r Sarn and CP – collect and restock		PC team
	Upload paper questionnaires as received to Have Your Say / Dweud eich Dweud		PC team
	Monitor responses / feedback to identify any additional action required		PC team
24 February 2026	Drop-in event, Pontyates Welfare Hall (1 of 3)	'Cwtsh' Social media reminder for patients issued	PC team, Engagement team

Week 4: w/c Monday 2nd March 2026			
Date	Event / Activity	Comments	Achieved (RAG) By (Team)
03/03/2026	Drop-in event, Pontyberem Memorial Hall (2 of 3)		PC team, Engagement team
05/03/2026	Midpoint check-in with Llais	Email	Llais/ PC team/Engagement Team
w/c 03/03/2026	Questionnaire collection box at Meddygfa'r Sarn and Community Pharmacy – collect and restock		PC team
	Upload paper questionnaires as received to Have Your Say / Dweud eich Dweud		PC team

Week 5: w/c Monday 9th March 2026			
	Event / Activity	Comments	Achieved (RAG) By (Team)
w/c 09/03/2026	Questionnaire collection box at Meddygfa'r Sarn and Community Pharmacy – collect and restock		PC team
	Upload paper questionnaires as received to Have Your Say / Dweud eich Dweud		PC team
	Continue to circulate social media updates and flag deadline for responses		Communications team

Week 6: w/c Monday 16th March 2026			
	Event / Activity	Comments	Achieved (RAG) By (Team)
w/c 16/03/2026	Questionnaire collection box at Meddygfa'r Sarn and Community Pharmacy – collect and restock		PC team
	Upload paper questionnaires as received to Have Your Say / Dweud eich Dweud		PC team
	Continue to circulate social media updates and flag deadline for responses		Communications team

Week 7: w/c Monday 23rd March 2026			
	Event / Activity	Comments	Achieved (RAG) By (Team)
w/c 23/03/2026	Questionnaire collection box at Meddygfa'r Sarn and Community Pharmacy		PC team
	Upload paper questionnaires as received to Have Your Say / Dweud eich Dweud		PC team
	Continue to circulate social media updates and flag deadline for responses		Communications team
24/03/2026	Pontyberem Cwtch Warm Hub and Dementia Group		Engagement team

Week 8: w/c Monday 30 March 2026			
	Event / Activity	Comments	Achieved (RAG) By (Team)
w/c 30/03/2026	Questionnaire collection box at Meddygfa'r Sarn and Community Pharmacy		PC team
	Upload paper questionnaires as received to Have Your Say / Dweud eich Dweud		PC team
30/03/2026	Social media promotion of Carway drop-in event		
31/03/2026	Drop-in event, Carway Hall (3 of 3)		
08/04/2026	ENGAGEMENT PERIOD ENDS		

Post engagement / Next steps			
Date	Event / Activity	Comments	Achieved (RAG) By (Team)
w/c 09/04/2026	Engagement team to collate Freepost returns of paper questionnaires for Primary Care team to collect (final)		Engagement team / PC Team
	Upload remaining paper questionnaires feedback onto Have your Say / Dweud eich Dweud		PC Team
	Download questionnaire responses from Have Your Say/ Dweud eich Dweud pages and send to the Primary Care team (final)		PC Team / Engagement Team
	Communications team to send any feedback on social media posts to Primary Care team		Communications team
	Primary Care team to develop feedback report from all feedback received		Primary Care team
	A report including appendices with anonymised patient feedback, output from engagement sessions and survey responses will be shared with		

A report including appendices with anonymised patient feedback, output from engagement sessions and survey responses will be shared with Llais and will inform the Board review of the public engagement work.

Appendix 1 – list of County, Town and Community Councillors

County Councillors		
Councillor	Email Address	Ward
Liam Bowen	LRBowen@carmarthenshire.gov.uk	Pontyberem
Kim Broom	KVBroom@carmarthenshire.gov.uk	Trimsaran
Crish Davies	CrishDavies@carmarthenshire.gov.uk	Kidwelly and St Ismaels
Lewis Davies	LewDavies@carmarthenshire.gov.uk	Kidwelly and St Ismaels
Tyssul Evans	WTEvans@carmarthenshire.gov.uk	Llangyndeyrn
Meinir James	mejames@carmarthenshire.gov.uk	Llangyndeyrn
Llinos Mai Davies	LLMDavies@carmarthenshire.gov.uk	Llannon
Dot Jones	DotJones@carmarthenshire.gov.uk	Llannon
Town and Community Council		
Clerk	Email	Town & Community Council
Virginia O'Reilly	towncouncil@kidwelly.gov.uk	Kidwelly Town Council
Clare Hope	llannonccclerk@outlook.com	Llannon Community Council
Eryl Pellow	cyngorcymunedpontyberem@gmail.com	Pontyberem Community Council
Glyndwr Prideaux	clerkollangyndeyrncommunitycouncil@hotmail.co.uk	Llangyndeyrn
Hugh Harries	clerk@trimsarancc.org.uk	Trimsaran Community Council